



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY

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Philip Mattson, P.E.

John A. Volpe National Transportation Systems Center

Environmental Engineering Division, DTS-33

55 Broadway, Kendall Square

Cambridge, MA 02142-1093

RE: Courtney Zamora

Dear Phil:

I am writing to express my sincere appreciation and gratitude for the work of Courtney Zamora over the past four years. I am winding down my role as the EPA Remedial Project Manager over the next few months and wanted to recognize a few people for their outstanding contributions to the Libby project before I leave. Courtney is on the top of that list.

Several people from Volpe, CDM, and other organizations have distinguished themselves on the Libby project, but none more so than Courtney. Simply put, the project would not be what it is today without her. She's been irreplaceable. Under the most challenging conditions, Courtney has continually exceeded my expectations and done everything EPA could ask of her. She's learned and grown in every facet of the job. She's been a sound technical resource, a professional representative of the Government, a great manager, an effective leader, and an even better teammate. Despite their misplaced skepticism of her youth, experience, and gender, she has won over the most cynical construction hacks and engineers with her competence, resilience, support, and her willingness to admit mistakes and learn from them. She has brought energy and a sense of team and family to the folks in Libby. More than anyone else, Courtney has *listened* to what I've asked for, tried to really *understand* and interpret what I meant, and made sure it was *executed* in the field. And unlike most Government employees, she did it with style, class, and a great big smile.

In my opinion, what EPA, Volpe, and CDM have accomplished in Libby is nothing short of amazing. Thanks to you and John for making Courtney a part of the team. Please pass on my gratitude to Courtney for her incredibly hard work and unwavering support.

Sincerely,



Jim Christiansen
EPA Project Manager

cc: Courtney Zamora, 501 Mineral Avenue, Libby, MT
John McGuiggin, Volpe Center

